

## **FREQUENTLY ASKED QUESTIONS**

- Q.** *Is there a MAXIMUM number allowed in a group?*
- A.** While there is no maximum, keep in mind this is a "space available" program. Most groups encounter little difficulty with their requests if their group size is no larger than 75 or so. On rare occasions we have had room for 150 or more, but other times it has been difficult to find space for a group of 50. This is another reason to submit your request as soon as possible and AT LEAST 30 days in advance of your planned travel date.
- Q.** *Can I add people to my group after I've sent my request in?*
- A.** No, however anyone can purchase a full-fare ticket for the same trains if space is available. There is no guarantee they will be allowed to sit with the group.
- Q.** *I need to know immediately if my trip is approved. Why do I have to wait so long?*
- A.** Kids N' Trains is a discount program which takes advantage of available seats based upon existing reservations and a computerized prediction of availability. All requests for these deeply discounted seats must be reviewed and approved by Amtrak management well in advance of the trip date.
- Q.** *Why so much paperwork? Why so many restrictions?*
- A.** In past years of this program some participants have created reservation delays because they did not read and follow the reservation instructions or disregarded them. This discount program is available because the process does not require that Amtrak handle each individual reservation inquiry. Despite instructions to the contrary, some participants called Amtrak, often repeatedly, with questions which could have easily been answered by reading the program information. As the level of difficulty in handling individual participants increased, it became apparent that more detailed instructions and information was necessary.
- Q.** *I sent my FAX in but I haven't heard back about my reservation. What can I do?*
- A.** 1) Be certain your FAX was sent to the proper number; 2) Be certain at least 10 business days have elapsed since you sent your FAX; and 3) call Marguerite Monahan at (916) 654-5928. Have your original reservation form available when you call.

## **IF YOU NEED HELP**

If you encounter difficulty in preparing your reservation request, or if you have questions or concerns regarding the Kids N' Trains program which are not addressed in the program information call Dennis Winger of the Caltrans Rail Division at (916) 654-5928. **Do NOT call Amtrak.** If you prefer to use email, send your message to [Marguerite.Monahan@dot.ca.gov](mailto:Marguerite.Monahan@dot.ca.gov).